

## How do we help?

- Attending GP appointments to enable you to explain to the GP how your mental wellbeing/physical health is being affected.
- Support in accessing appropriate mental health services.
- Information about mental health conditions and/or medication.
- Support with Housing concerns in relation to Housing rights, tenancy agreements and neighbour disputes.
- Attending medicals/interviews in relation to benefit entitlement, pathways to work interviews etc.
- Identifying (signposting) other relevant or more appropriate services for your needs
- Support through the safeguarding adults process (Adult protection)
- Making a complaint within the remit of this Advocacy Service.

## Appointments available

### on request

To speak to an advocate or enquire about other services or volunteering opportunities, please contact us at:

**Washington Mind**

**Village Lane**

**Washington Village**

**NE38 7HS**

**Tel: 0191 417 8043**

**Text: 07807 395 561**

Email: [washingtonmind@btconnect.com](mailto:washingtonmind@btconnect.com)

website: [www.washingtonmind.org.uk](http://www.washingtonmind.org.uk)

*Washington Mind is a registered charity and*

*relies on donations to continue its work.*

*Please help if you can.*

Registered charity 515037



Washington  
Mind

For better  
mental health

## *Community Independent Advocacy Service*



**‘Washington Mind** exists to enhance the quality of life for people experiencing mental ill health by working in partnership with them in creative and innovative ways’

## What is Advocacy?

Advocacy means being supported in getting your voice heard and your needs known. At times people feel vulnerable and need support. Advocacy is about speaking on behalf of those, who at times, are unable to speak up for themselves.

## What is an advocate?

An advocate is someone who you can talk to in confidence. The advocate will not advise, guide or influence what you want to say.

Instead they will explore realistic options with you so that you can decide what it is that you want to say, and how you want to say it. The aim of advocacy support is to enable you to speak for yourself, become more involved and be aware of your individual rights.

## An Advocate may be able to support by:

- Listening to you, and planning with you, any action you may wish to take.
- Providing options & choices
- Writing letters or making phone calls with you, or for you.
- Attending meetings/appointments with you, and assisting you to put your views forward.
- Obtaining information on your behalf, or putting you in touch with other agencies who can help.
- Empowering people to speak up for themselves
- Recognising the right of each individual to take control of their own lives
- Committing to equal opportunities for all
- Recognising the importance of open access to appropriate information



## How can you access our services?

This service is free for people who are aged 16 and over, living in the City of Sunderland and are experiencing mental ill health /emotional distress. You can refer yourself or a family member, carer or professional can contact us on your behalf.

## Waiting times

Washington Mind may need at times to prioritise access to this service. Further information regarding this policy is available on request.

## What information do we share?

We will not share personal information about you without your permission or unless there is a responsibility to do so.